



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tips for Odor Emanating from HVAC System

**Models:** 2016 and Prior GM Passenger Cars and Trucks

**Attention:** This PI also applies to any of the above models that may be Export vehicles.

### Condition/Concern

Some customers may comment on a pungent odor coming from the HVAC System.

This condition may be caused by the windshield washer fluid.

Various types of windshield washer fluid have an pungent odor. This is enhanced further with multiple washer applications and/or in winter with snow accumulation near the base of the cowl of the vehicle.

### Recommendation/Instructions

If the smell is verified to be originating from the windshield washer fluid, replace the contents of the Windshield Washer Reservoir. It is also recommended if equipped to replace the cabin filter. Refer to the proper replacement procedures in SI.

**Note:** Windshield washer fluid should have the traditional alcohol smell.

If the smell is **NOT** coming from the windshield washer fluid, continue diagnosis referring to SI.

### Warranty Information

If the root cause is determined to be the windshield washer fluid, a warranty claim should **NOT** be submitted against the repair, rather this should be a customer pay item.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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